

Delaware Energy Office

Delaware Home Performance Program Guidelines

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Home Performance Program Guidelines

1. **Introduction:**

The Delaware Home Performance Program offers a comprehensive, whole-house approach to improving energy efficiency and comfort of existing homes, while helping to protect the environment. It is designed after the national Home Performance with ENERGY STAR program managed by the U.S. Environmental Protection Agency (EPA) and U.S. Department of Energy (DOE).

The Delaware Energy Office offers training sessions for remodelers and trade contractors to evaluate homes using state-of-the art equipment and recommend comprehensive improvements that will yield the highest energy savings at the lowest cost. A vigorous quality assurance program ensures that participating contractors maintain high standards in their work. The homeowners are presented with the results of the home energy audits and may then pick and choose which measures they would like the contractor to perform. Home performance contractors can also help homeowners take advantage of federal and state tax credits and incentives for energy efficiency improvements.

2. **Contractor Certification Requirements:**

The Delaware Home Performance Program requires contractors to take and pass the BPI (Building Performance Institute) Building Analyst (BA) examination. The Delaware Energy Office offers a 4-day classroom/field training course to prepare for the BPI Building Analyst certification exam. This class is optional. The cost of the class is \$1,000.00. The cost of the exam is \$700.00. Three to five mentoring sessions following the Building Analyst Training are also offered to contractors that pass the exam. Contractors are also required to provide proof of access to the required Delaware Home Performance Program diagnostic equipment. Please see “Steps to becoming a Delaware Home Performance Contractor” for more detailed information (**Appendix A**) and Delaware Home Performance with ENERGY STAR Contractor Participation Agreement (**Appendix B**). Contractor signature indicating acceptance of the Contractor Participation Agreement is a requirement of this program.

Exam Fees & Rebates

	Exam Fee	Rebate
BPI Certification Exam (any designation)	\$700 (\$450 field, \$250 written) for any exam proctored by SENTECH.	100% of exam fee. <i>This rebate applies to all Building Performance Institute (BPI) certification exams proctored by SENTECH.</i>
<i>If you cancel less than 24 hours before taking an exam or do not show up for an exam, you will need to pay the full cost for that field or written exam (\$450 field, \$250 written).</i>		
Re-taking an exam	\$150 written \$350 field	Rebates only apply to the initial exam, not to re-tests.

Other Incentives

Reporting Incentive	There is currently no reporting incentive, so long as the 20% consumer incentive is active.
Mentoring Incentive	Free in-field mentoring on first 3-5 jobs (Mentoring costs DEO approximately \$2,000 per candidate)

3. Activities Eligible for Incentives:

The Delaware Home Performance Program offers incentives to contractors and rebates to homeowners for eligible energy efficiency measures and improvements. Contractors are eligible to receive a BPI Building Analyst Exam rebate of \$700.00 for the cost of the exam. Homeowners are eligible for 20% of the cost of eligible energy efficiency measures and improvements up to \$750.00. The audit report must list which measures pre-qualify for the rebate, which measures required program approval, and which measures do not qualify for the 20% rebate. Only measures installed by a Delaware Home Performance contractor or their representatives qualify for the rebate. Measures not listed on the home performance recommendation report do not qualify for this rebate.

Measures that qualify for this rebate include air sealing, insulation, ENERGY STAR lighting fixture upgrades, domestic hot water, HVAC (Heating Ventilation and Air Conditioning) tune-ups; and in approved situations, upgrades to high-efficiency water heating, and HVAC equipment. For more detailed eligibility requirements, please see Home Performance Program Instructions (**Appendix C**).

4. What should homeowners expect:

Homeowners should contact a certified Delaware Home Performance Contractor to schedule a home energy audit. The cost of the home energy audit is not eligible for a rebate. Upon completion of the home energy audit, the contractor will provide the homeowner with a list of recommended energy efficiency measures and improvements. Measures not included on the

recommended list are not eligible for a rebate. The homeowner has the option to pick and choose the recommendations they would like to have completed.

If you are unable to maintain comfort upstairs during the summer months and the energy bills are higher than you would like, please read below for possible causes.

Health and Safety

The furnace could have a cracked heat exchanger which will allow the combustion fumes, including carbon monoxide, to mix with the indoor air and cause potentially lethal effects. This can only be corrected by replacing the furnace. This must be done before any changes are made to the house or the furnace is used for the heating season.

Comfort and Energy

There are two primary reasons for the discomfort upstairs and the high energy bills. First there is no insulation in the attic to prevent the summer heat built up in the attic from affecting the comfort upstairs. Second, the house is very leaky throughout. By sealing the air leaks, there will be fewer drafts and less conditioned air will be lost and replaced by unconditioned air. By addressing both of these items, the overall comfort will be improved and the expense of maintaining that improved comfort will be reduced below what it would have been had the repairs not been done.

Primary Home Energy Improvement Recommendations

- Replace older furnace with 90% efficient sealed-combustion unit
- Whole-house air sealing, largely concentrated in attic and basement
- Seal and insulate ductwork in unconditioned spaces
- Add 16" of cellulose insulation to attic
- Replace single-pane windows with ENERGY STAR qualified windows
- Replace older air-conditioning system with 16 SEER high-efficiency system
- Other efficiency and health/safety measures as listed in the attached report

(When the contractor is developing the list of recommendations, they must start with mandatory health and safety measures, and then list prioritized energy savings starting with the most cost-effective.)

Estimated Results

Savings are estimated and will vary according to weather, personal energy habits, and utility costs.

The Participating Contractor will provide the homeowner with a warranty for the work performed. Upon completion and payment to the contractor, the contractor will submit required documentation to the Delaware Energy Office for rebate eligibility review. See Home Performance Rebate Rules (**Appendix D**).

The Delaware Energy Office or their designees reserve the right to make random home inspections to inspect energy efficiency measures installed or improvements performed by the contractor.

5. Process for receiving your rebate:

The Delaware Home Performance contractor will work with the homeowner to complete the Delaware Home Performance Rebate Application (**Appendix E**). The Rebate Application and the required documentation* will be submitted to the Delaware Energy Office for eligibility review. Upon satisfactory review of the documentation provided, the Delaware Energy Office will forward required fiscal documentation to the DNREC Fiscal Office for their review and payment of the rebate to the Delaware homeowner.

*** Required Documentation for Rebates:**

1. Copy of Audit Report (to include prioritized recommendation report)
2. Test Out Form
3. Copy of recent utility bills: electric, natural gas, propane or fuel oil, if applicable, for the installation address
4. Itemized receipt of work completed (Must show paid in full)
5. System Schematic Manual J calculation or equivalent (Only for HVAC)
6. Completed Rebate Application form signed by homeowner, signed by contractor and signed by a SENTECH Representative

6. Quality Assurance Process:

Office Review – Contractor Paperwork – 100% reviewed

- Test in – test out numbers
 - No unsafe results during test-out
 - Review for consistency and reasonableness
- Comprehensive list of improvements
- Reasonable number/quality improvements installed
- Proper Installation order (air seal before attic insulation)
- Software inputs/results are reasonable

On-Site Review

100% of the first 5 jobs will be on-site reviewed, 25% of the next 20 will be reviewed and 5% of all jobs thereafter. Jobs to be reviewed will be chosen randomly or as part of a customer complaint review. If a contractor fails at any time, the number of Quality Assurance (QA) reviews will increase and the contractor may be put on probation or suspended (see below).

- Review process with customer
 - Satisfaction/complaints/confusion
 - Reason for QA visit and process
- Health & Safety Testing
 - CAZ worst case, CO, Spillage, Draft

- Compare with contractor test-out numbers
- Zone Pressure test to garage and possibly other areas
- Moisture Issues inside and out
- Efficiency Improvements
 - Blower Door test – compare to contractor
 - Duct Leakage, if improvement given in savings results
 - Verify installs – visual and/or IR
 - HVAC tests (temp rise/fall)
- Review Results with customer
- Review Results with contractor
 - Immediately if on-site during QA
 - In writing if no immediate concerns
 - If critical problems, verbally and immediately (followed by written).

Results of the QA review will be provided to the contractor as quickly as possible subject to extreme safety and health issues which will be reported to the contractor immediately. The results will be provided to DEO (when compiled by consultant) and the EPA as part of the monthly and/or quarterly reporting process.

Customer Complaint Resolution Process

It is very important to the Program that customers of Delaware Home Performance contractors be satisfied. If at any time, a customer of a Delaware Home Performance Contractor complains to the Delaware Energy Office, Program staff will mediate the situation.

Program staff will take the following actions:

1. Verify that customer and contractor have spoken with one another about the issue.
 - a. If not, direct customer to contact contractor.
2. Contact the customer to understand the nature of the problem
3. Contact the contractor to explain the allegations, and get their view of the situation
4. Determine if the customer's complaint is justified. If necessary, go out to the customer's home to inspect any alleged problems
5. Mediate solution to any additional repair work on the customer's home from the contractor, if necessary

Probation and Suspension

Probation

When on probation, the contractor's listing will be removed from the Delaware Energy Office, Delaware Home Performance website. However, the contractor may still use the Delaware Home Performance with ENERGY STAR logo and all related marketing material, and may call themselves a Delaware Home Performance with ENERGY STAR Contractor.

Causes for Probation

1. 3 justified customer complaints within 6 months
2. Critical testing failure – home or life in danger
3. Consistently fails to provide complete improvements list
4. Consistently improper/inadequate installation
5. Blatant disregard for program requirements

Reinstatement Requirements

1. Clear customer complaints and 3 months no new complaints
2. Additional mentoring and 100% QA review – 3 passes
3. Additional training and provides complete list
4. Additional training and 100% QA review – 3 passes – QA cost to contractor
5. 100% QA – passes 5 in a row – QA costs to contractor

A contractor may remain on probation for up to 3 months. If after 3 months all issues are not cleared, they will be suspended from participating in the Program.

Suspension

As stated in the Delaware Home Performance Partnership Agreement:
This Agreement is completely voluntary and can be terminated at any time for any reason by either DEO or the Participating Contractor with prior written notice from the terminating party to the other party.

When suspended, contractors are expressly forbidden from using the Delaware Home Performance with ENERGY STAR logo, and may not refer to themselves as a qualified or participating Delaware Home Performance with ENERGY STAR Contractor.

Causes for Suspension

- Failure to clear customer complaints within 30 days
- Unable to consistently perform required tests accurately
- On probation for longer than 3 months
- On probation twice in one year
- Failure to maintain business requirements, E.G. insurance, certifications, etc.

Reinstatement Requirements

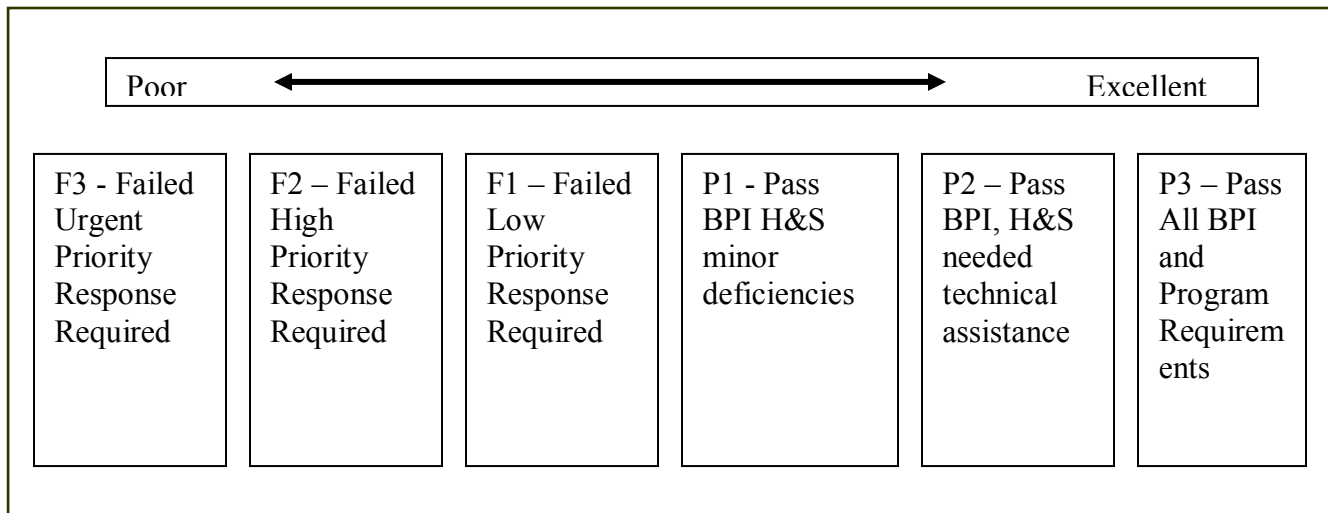
- Determined case-by-case
- Mutually agreed upon action plan

Decertification

Addressed through BPI processes

Contractor will be notified of Probation or Suspension in writing and has 7 days to respond with extenuating circumstances or other information. The contractor will remain on Probation or Suspension while this information is reviewed.

Overall Job Rating



F3 – House Failed – Urgent Response Needed. The inspector is not to leave the house until the issue is addressed and conditions are safe. Conditions in this category include:

- Combustion safety failures requiring immediate attention as prescribed by BPI Combustion Safety Action Levels
- Gas leak requiring immediate repair
- Contractor included items in the scope of work as costs to the customer but not installed in the field

F2 - House Failed – High Priority Response Needed. The contractor must be notified and arrangements made to remedy the situation as soon as possible following the inspection. Conditions in this category include:

- Combustion safety failures that are below the immediate action levels but still require repairs
- Severe moisture issues
- Other health and safety related problems that do not pose an immediate risk to the building occupants
- No Health and Safety Testing Conducted

F1 - House Failed – Normal Response Needed. The contractor is to be given instructions for making repairs and a timeline for completing those repairs (typically 30 days)

- Below standard insulation installations
- Air Sealing results significantly below projections (<20%)
- Windows not meeting program standards
- Heating/Cooling and Hot Water equipment not meeting Program Requirements

- Non-Compliance with BPI standards (other than health/safety related measures)
- Failing to conform to Program Administrative Procedures
- Comprehensive Home Assessment not provided to the customer
- Comprehensive Home Assessment does not include information on all cost-effective energy measures
- HVAC equipment not installed to manufacturer's specifications or is not operating properly
- Quality of installation issues observed for measures installed
- Incorrect use of testing equipment

P1 - Passes All BPI Health & Safety Requirements but other deficiencies were observed. The home has passed BPI and program standards, but procedural issues such as incorrect testing values were found or minor qualities of installation deficiencies were documented.

- Air sealing slightly below projections (<20%)
- Incorrect Blower Door Values
- Quality of installation issues observed and corrected
- Project meets Program and BPI Standards but energy saving opportunities were not identified by contractor

P2 - Passes all BPI & Program Standards with Technical Assistance. The home passed BPI and program standards, but field staff had to provide technical assistance to correct deficiencies before project was complete. In addition, if the home passed BPI and program standards but was not comprehensive in scope, it would fit into this category.

P3 - Passes all BPI and Program Standards and work scope was reasonably comprehensive. Field inspector may have comments about more that could have been done at the home, but the customer stated that they did not want or could not afford additional recommended measures.

Appendix A

Steps to becoming a Delaware Home Performance Contractor

How to get started - Step by Step:

- **1.** Contact the program representative below to sign up for home performance training. Submit a check for \$1,000.00* payable to the "**Delaware Energy Office**" for each person participating in the training class.

Charley Roberson, Delaware Home Performance with ENERGY STAR

Phone: (302) 735-3480 Email: Charley.Roberson@state.de.us

- **2.** Attend 4-day classroom/field training course to prepare for the Building Performance Institute (BPI) Building Analyst (BA) certification. This class is optional, and serves only to prepare the contractor for taking the BPI Building Analyst examination.
- **3.** Take and pass the BPI Building Analyst certification written and field examinations. Each person tested must bring a check for \$700 payable to **Delaware Energy Office** at least one day prior to the test.*
- **4.** Mail your completed Contractor Participation Agreement to program representative.
- **5.** Participate in 3-5 mentoring sessions within 3 months of the Building Analyst training.
- **6.** Provide proof that you have access to the required Delaware Home Performance Program diagnostic equipment.
- **7.** Complete and report on home performance jobs. Contractors are required to perform a minimum of 10 audits per year and submit coincided reports to stay an active contractor.

Incentives**

1. Costs: Training class \$1,000.00; BPI field examination and mentoring \$700.00. After meeting the training requirements, signing the Contractor Participation Agreement and completing 5 jobs, each contractor will receive a reimbursement for the BPI examination of \$700.00*
2. For those Delaware Home Performance Contractors who do not pass and request to re-take the examination at a later date, the Program may offer the examination at a reduced cost of \$150 per re-test.
3. Free in-field mentoring on the first 3-5 jobs.

***** The Delaware Home Performance Program reserves the right to change the level of program and training incentives.***

Appendix B Delaware Home Performance Contractor Participation Agreement

The Delaware Energy Office (“DEO”) is offering Home Performance with ENERGY STAR (hereinafter referred to as “the Program”) designed to improve the energy performance, durability, healthiness and safety of existing one-to-four family residential housing in Delaware.

1. DEO has selected SENTECH, Inc. (“SENTECH”) to implement parts of the Program on its behalf. The objectives of the Program are to enhance the delivery of building performance services that use state-of-the-art diagnostic tools and the principles of building science to reduce energy consumption cost-effectively and safely, while simultaneously addressing building durability issues.
2. DEO is offering an assistance package to Participating Contractors designed to build an infrastructure of trained and certified contractors to deliver home performance contracting services.

This Agreement sets out the terms and conditions under which contractors shall participate in the Program. Under this Agreement, Participating Contractors contract with property owners to provide building performance services that are in compliance with the Program requirements and standards. The Program, in return, agrees to provide technical and marketing support for Participating Contractors.

This Agreement is completely voluntary and can be terminated at any time for any reason by either DEO or the Participating Contractor with prior written notice from the terminating party to the other party.

Obligations of the Program

Services and support that the Program will make available to Participating Contractors include the following benefits:

- The opportunity to participate in subsidized Home Performance training and certification by the Building Performance Institute (BPI) through its Affiliates (required to ensure quality and consistency of services);
- Limited mentoring, both in the field and through email and phone;
- The promotion of participating contractors in Program marketing;
- The opportunity to respond to leads generated from a public awareness campaign
- Incentives for reporting Home Performance jobs to the Program.

Obligations of the Participating Contractor

By executing this Agreement, the Participating Contractor agrees to play an active role in Home Performance with ENERGY STAR by providing high-quality building performance services to its customers. As a condition of participating in the Program and accessing Program benefits, the Participating Contractor agrees to the following:

1. Participating Contractor demonstrates capability to conduct business successfully

- As a precondition for activation in the Program, Participating Contractor shall provide the Program with evidence of general liability insurance coverage of at least ONE MILLION DOLLARS (\$1,000,000), evidence of Workers Compensation, and a current Delaware Business License obtained through the Delaware Division of Revenue. In addition, the Participating Contractor shall provide the Program with any one of the following:
- Copy of Professional Licenses (only if applicable)
- A satisfactory banking reference
- Statement of Reliability and Good Standing (Contractor must be reliable and in good standing with a "Satisfactory Record" (or no negative report) with the Better Business Bureau). The Contractor may be asked to provide a copy of the Better Business Bureau report.

BBB of Delaware
1415 Foulk Road, Suite 202
Foulkstone Plaza
Wilmington, DE 19803
Phone: (302)230-0108
Fax: (302)230-0116
www: <http://www.delaware.bbb.org>
Email: info@delaware.bbb.org

Failure to supply these documents will result in a delay of approval

Contractors unable to meet these requirements must submit, in writing, a Request for Waiver to DEO. The Request for Waiver must provide a detailed, reasonable, and credible explanation of the reasons why the contractor is unable to comply with the terms of the requirement. DEO reserves the right to reject any and all Requests for Waiver.

2. Participating Contractor shall remain in compliance with the following Program requirements:

- Participating Contractor shall possess the required diagnostic equipment in good working order and have the ability to deploy it at each participating location prior to commencing home performance energy audits and installing measures under the Program;
- If Participating Contractor intends to perform home performance energy audits, Contractor shall maintain at least one staff member who is certified at the BPI "Building Analyst" level at each participating operating location;
- Participating Contractor agrees that any of its operating locations can begin participating in the Program, under the supervision of a Program-assigned technical Mentor, when at least one staff member at the operating location seeking participation has passed the BPI Building Analyst tests;

- After completing its first five mentored audits, Participating Contractor shall ensure that fully BPI-certified personnel perform all subsequent home performance energy audits and all pre- and post-installation diagnostic tests performed under the Program, whether performed by the Participating Contractor's own employees, by a subcontractor or by another Participating Contractor via referral;
- Participating Contractor shall ensure that BPI-certified technicians receive, at a minimum, training that is in compliance with BPI's continuing education credits requirement;
- While performing any activities connected to the Program, such as home performance energy audits, installation of measures, or performance of post-installation diagnostic tests and inspections, Participating Contractor shall comply with BPI standards governing home performance inspections, diagnostics and treatments;
- For every Home Performance job for which the Participating Contractor claims a reporting incentive from the Program, the Participating Contractor shall report the job following the administrative procedures and reporting requirements of the Program and shall provide the homeowner with a professional report;
- Contractor may be audited at any time within normal business hours by SENTECH or DEO to verify compliance with the Program;
- If advertising or otherwise communicating to customers, Participating Contractor must remain in compliance with advertising guidelines approved by the Program. Participating Contractor may not make use of logos or service marks of DEO. Participating Contractor should inquire with DEO or SENTECH to receive guidance prior to development and deployment of marketing and communications materials if there is any uncertainty over compliance.

The request for waiver must provide a detailed, reasonable, and credible explanation of the reasons why the contractor is unable to comply with the terms of the requirement. DEO reserves the right to reject any and all requests for waiver.

3. Participating Contractors shall be active in the Program

- To remain active in the Program, Participating Contractor shall report at least 10 completed Home Performance jobs to the Program each year;
- Participating Contractor shall accept referrals from the Program and shall provide services to these referral leads in accordance with the Program guidelines and this Agreement. Participating Contractor recognizes that any leads received from the Program constitute a Program benefit and that the Participating Contractor must make every effort to pursue these leads in a timely fashion;
- Participating Contractor shall in good faith promote participation in the Program among its customers;
- The Contractor shall communicate openly with DEO/SENTECH Program staff to seek assistance as needed in technical or administrative areas pertaining to the Program, and provide feedback to the Program on issues pertaining to Program design or administration, or the Participating Contractor's experiences with home performance contracting in general.

4. Business Practices

- Participating Contractor shall treat Program clients fairly and deliver promised services in a timely and responsible manner;
- Contractor shall properly represent the relationship of the Contractor to DEO and SENTECH. The Contractor shall identify himself as independent contractor and a qualified participant in DEO's Home Performance Program. Participating Contractors shall **NOT** represent themselves as working for, or certified by, DEO, any DEO affiliate, or SENTECH;
- Participating Contractor shall maintain any relevant licenses and bonding required by federal, state, county or municipal governments or any other agencies with jurisdiction over work performed in the Program;
- Participating Contractor shall provide all Program customers with required customer information materials;
- Participating Contractor shall provide the customer a written warranty of labor and materials for a minimum of one (1) year from the date the service is performed. Equipment installed shall carry manufacturer's warranty, including optional extended warranty coverage;
- If a Participating Contractor becomes involved in a dispute with a customer over business practices, the Participating Contractor shall work with the customer through its customer complaint resolution process. DEO and SENTECH may elect to withhold Program incentives associated with the dispute until that time at which the dispute is settled. In any event,
- Participating Contractor shall hold DEO and SENTECH harmless from any suit arising from work carried out in conjunction with the Program and shall release and indemnify DEO, its affiliates, successors and assigns and the Program Implementer from and against any and all claims, liabilities, injuries, damages, fees, penalties, and assessments arising out of or related to the work performed under the Program by Participating Contractor;
- Participating Contractor shall allow random field inspections, by DEO, SENTECH or its designee, of work that has been performed. Participating Contractor, upon request from DEO or SENTECH, and at no additional cost to the customer, shall make reasonable repairs or corrections to work that Contractor has performed to bring such work up to Program standards;
- Participating Contractor shall not offer customers "vendor financing" unless such financing is licensed and regulated by the State of Delaware. Participating Contractor shall not represent DEO as offering any financing as part of the Program.

5. Contractor recognizes that participation is a privilege

- Participating Contractor acknowledges that participation in the Program is a privilege, and DEO or SENTECH may suspend or terminate Contractor's participation in the Program for any reason, including, but not limited to, failure to maintain Program standards. In all cases involving a Contractor's participation status, or denial of Program incentives, DEO's written decision is final;
- Contractor shall not employ (as a subcontractor) any firm that has been knowingly suspended or terminated from this Program or any other DEO program without DEO's prior written permission, and DEO reserves the right to deny the participation of any subcontractor;

- DEO reserves the right to make changes to the Program upon notice to the Participating Contractors. Such notification shall be by email, general mail or posting on the Program website;
- Contractor acknowledges that failure to follow Program requirements and procedures, including processing of required documents, will result in a loss of applicable incentives, and possible disciplinary action;
- The parties agree that DEO, its affiliates, successors, and assigns shall have no liability related to any work performed under this Program by Participating Contractor.

PARTICIPATION AGREEMENT CHECKLIST

- 1.) As a precondition for activation in the Program, every Participating Contractor shall provide the Program
 - ☐ I certify, that I am a contractor in good standing and have a "Satisfactory Record" with the Better Business Bureau.
 - ☐ I certify, that I maintain \$1 million General Liability Insurance Policy. (Attach insurance verification.)
 - ☐ I certify, that I maintain a Worker's Compensation Insurance Policy (only for contractors that employ installers, laborers, salespeople, administrators, etc.)
 - ☐ I certify, that I have read the Participating Contractor Guidelines, and if approved to be a Participating Contractor will follow the guidelines outlined in this document.
 - ☐ I will comply with federal, state, and local statutes, regulations and public ordinances of any nature governing the work.
 - ☐ I will obtain and maintain all required permits and licenses.
 - ☐ I will pay all applicable sales, consumer, use and other similar taxes required by law.
 - ☐ I meet all the program eligibility requirements and agree to abide by all laws, rules, and regulations applicable to program participation.

Contractors unable to meet these requirements must submit, in writing, a Request for Waiver.

The Request for Waiver must provide a detailed, reasonable, and credible explanation of the reasons why the Contractor is unable to comply with the terms of the requirement. DEO reserves the right to reject any and all Requests for Waiver.

Please fax all waiver materials to:

Delaware Energy Office
Attn: Charley Roberson, fax number: 302-739-1840

And SENTECH
Attn: Beth Allen, fax number: 240-223-5501

Appendix C

Home Performance Program Instructions

Delaware Energy Office – 1203 College Park Drive, Suite 101- Dover, Delaware 19904

Phone: 302-735-3480 - Fax: 302-739-1840 – Web: www.energy.dnrec.delaware.gov

Getting Started:

1. **Review Home Performance Program Rules. Program Rules** can be found on the Delaware Energy Office website www.energy.dnrec.delaware.gov
2. **If you have any questions, please email Charley Roberson at Charley.Roberson@state.de.us**
3. **Select your qualifying technology/measures.**

Measures that do not require Program pre-approval include:

- Whole house air sealing
- Duct insulation and air sealing, if they are located in an unconditioned crawlspace, attic or basement
- Attic insulation up to R-49, if existing insulation's effective R-value is less than R-22. Attic air sealing must be performed prior to installing attic insulation.
- Basement and/or crawlspace insulation up to R-19 on walls or R-35 under floors, provided that existing insulation's effective R-value is less than R-9. Basement and/or crawlspace air sealing must be performed prior to installing insulation. Insulation must be installed in contact with the heated surface above or on the exterior walls.
- Furnace, boiler, heat pump or air conditioner tune-up
- Domestic water heater tune-up, tank wrap, and/or pipe insulation
- ENERGY STAR lighting fixtures
- ENERGY STAR qualified bathroom exhaust fan

Measures that may qualify for the 20% rebate, but which need Program approval prior to installation and on a case by case basis, include:

1. HVAC (Heating Ventilation and Air Conditioning) replacement
 - a. HVAC replacement must be ENERGY STAR models at a minimum, be installed per ACCA Standard 5, and be:
 - i. 90% AFUE gas furnaces, 83% AFUE oil furnaces
http://www.energystar.gov/index.cfm?c=furnaces.pr_crit_furnaces
 - ii. 85% AFUE boilers
http://www.energystar.gov/index.cfm?c=boilers.pr_crit_boilers
 - iii. 15 SEER/EER 12.5/HSPF 8.5 heat pumps/central air conditioners
http://www.energystar.gov/index.cfm?c=airsrc_heat.pr_crit_as_heat_pumps
 - iv. 15 SEER/EER 11/HSPF 8.5 ductless mini-split air conditioning system or heat pump
 - v. ENERGY STAR room air conditioners 8,000 - 20,000 BTU with 9.4 – 10.8 EER
http://www.energystar.gov/index.cfm?c=roomac.pr_crit_room_ac
 - vi. ENERGY STAR dehumidifiers
http://www.energystar.gov/index.cfm?c=dehumid.pr_crit_dehumidifiers

2. Domestic gas hot water upgrade
 - i. Water heater must be to .62 EF or greater for gas storage water heaters
 - ii. Water heater must be to .82 EF model or greater for gas tankless
 3. ENERGY STAR replacement windows, or installation of storm windows and storm doors
 - i. The total rebate for this measure is capped at \$200
 4. Permanently installed LED light fixtures
 5. Residential energy optimizers
- 4. Select a BPI Certified Contractor.** The Delaware Energy Office maintains a list of participating contractors on the Delaware Energy Office website.
- 5. Submit documentation –**
- a. Copy of Audit Report (to include prioritized recommendation report)
 - b. Test Out Form
 - c. Copy of recent utility bills: electric, natural gas, propane or fuel oil, if applicable, for the installation address
 - d. Itemized receipt of work completed (Must show paid in full)
 - e. System Schematic Manual J calculation or equivalent (Only for HVAC)
 - f. Completed Rebate Application form signed by homeowner, signed by contractor and signed by a SENTECH Representative

ENERGY OFFICE FINAL REVIEW

1. Upon final documentation receipt, SENTECH will evaluate your project for payment and submit the following documents to the Delaware Energy Office.
 SENTECH's submittal will include:
 - a. Copy of Audit Report (to include prioritized recommendation report)
 - b. Test Out Form
 - c. A copy of recent utility bills: electric, natural gas, propane or fuel oil, if applicable, for the installation address
 - d. Itemized receipt of work completed (Must show paid in full)
 - e. System Schematic Manual J calculation or equivalent (only for HVAC)
 - f. Completed Rebate Application form signed by homeowner, signed by the contractor and signed by a SENTECH Representative
2. The Delaware Energy Office reserves the right to inspect and verify any work prior to approving the grant payment.

Note: Due to the Home Performance Program's limited funds each contractor should verify funds are still available prior to work being done.

Instructions Updated June 18, 2009

Appendix D

Home Performance Program Rebate Rules

Rebate Rules for Installation of Energy-Efficient Home Upgrades

(New construction does NOT qualify for this program)

Program Overview:

The Delaware Energy Office's Home Performance Program is offering a 20% rebate up to \$750, for the installation of energy efficient home upgrades.

For a home to qualify for the rebate, a home performance energy audit performed by a Delaware Home Performance contractor must be performed prior to the installation of any measure. A list of qualified Home Performance contractors can be found at www.energy.dnrec.delaware.gov. The contractor will provide them with a recommendation report listing prioritized energy upgrades. The homeowner will select which upgrades they would like their DE Home Performance contractor to install. After installation of the energy efficiency measures, the contractor will submit a rebate application on behalf of the homeowner to the Delaware Energy Office.

Program Rules:

Before installing any energy efficiency upgrades, a qualified Delaware Home Performance contractor must first do a home performance energy audit, and provide the homeowner with a report, including a prioritized list of cost-effective energy efficiency upgrades.

The report must list which measures pre-qualify for the rebate, which measures required program approval, and which measures do not qualify for the 20% rebate. Only measures installed by a Delaware Home Performance contractor or their representatives qualify for the rebate. Measures not listed on the home performance recommendation report do not qualify for this rebate.

Measures that qualify for this rebate include air sealing, insulation, ENERGY STAR lighting fixture upgrades, domestic hot water, HVAC (Heating Ventilation and Air Conditioning) tune-ups; and in approved situations, upgrades to high-efficiency water heating, and HVAC equipment.

Measures that do not require Program pre-approval include:

1. Whole house air sealing
2. Duct insulation and air sealing, if they are located in an unconditioned crawlspace, attic or basement
3. Attic insulation up to R-49, if existing insulation's effective R-value is less than R-22. Attic air sealing must be performed prior to installing attic insulation.
4. Basement and/or crawlspace insulation up to R-19 on walls, or R-35 under floors, provided that existing insulation's effective R-value is less than R-9. Basement and/or crawlspace air sealing must be performed prior to installing insulation. Insulation must be installed in contact with the heated surface above, or on the exterior walls.
5. Furnace, boiler, heat pump or air conditioner tune-up
6. Domestic water heater tune-up, tank wrap, and/or pipe insulation
7. ENERGY STAR lighting fixtures
8. ENERGY STAR qualified bathroom exhaust fan

Measures that may qualify for the 20% rebate, but which need Program approval prior to installation and on a case by case basis, include:

6. HVAC replacement
 - a. HVAC replacement must be ENERGY STAR models at a minimum, be installed per ACCA Standard 5, and be:
 - i. 90% AFUE gas furnaces, 83% AFUE oil furnaces
http://www.energystar.gov/index.cfm?c=furnaces.pr_crit_furnaces
 - ii. 85% AFUE boilers
http://www.energystar.gov/index.cfm?c=boilers.pr_crit_boilers
 - iii. 15 SEER/EER 12.5/HSPF 8.5 heat pumps/central air conditioners
http://www.energystar.gov/index.cfm?c=airsrc_heat.pr_crit_as_heat_pumps
 - iv. 15 SEER/EER 11/HSPF 8.5 ductless mini-split air conditioning system or heat pump
 - v. ENERGY STAR room air conditioners 8,000 - 20,000 BTU with 9.4 – 10.8 EER
http://www.energystar.gov/index.cfm?c=roomac.pr_crit_room_ac
 - vi. ENERGY STAR dehumidifiers
http://www.energystar.gov/index.cfm?c=dehumid.pr_crit_dehumidifiers
7. Domestic gas hot water upgrade
 - a. Water heater must be to .62 EF or greater for gas storage water heaters
 - b. Water heater must be to .82 EF model or greater for gas tankless
8. ENERGY STAR replacement windows, or installation of storm windows and storm doors
 - a. The total rebate for this measure is capped at \$200
9. Permanently installed LED light fixtures
10. Residential energy optimizers

Required Documentation for Rebates:

7. Copy of Audit Report (to include prioritized recommendation report)
8. Test Out Form
9. Copy of recent utility bills: electric, natural gas, propane or fuel oil, if applicable, for the installation address
10. Itemized receipt of work completed (Must show paid in full)
11. System Schematic Manual J calculation or equivalent (Only for HVAC)
12. Completed Rebate Application form signed by homeowner, signed by contractor and signed by a SENTECH Representative

Note: Due to the Home Performance Program's limited funds each contractor should verify funds are still available prior to work being done.

Appendix E
Delaware Home Performance Rebate Application Form

A. Customer Information

First Name:		
Last Name:		
Installation Address:		
City:	State:	Zip Code:
Daytime Phone:		Email:

B. List of items installed/cost:

Items Installed:	Cost:
1.	
2.	
3.	
4.	
5.	
6.	
7.	

Requested Rebate Amount: _____
(20% rebate on selected items, up to \$750 max)

I have read, understood and am in compliance with all the Home Performance Rules for this rebate program. I certify that all information provided is correct to the best of my knowledge, and I give permission to the Delaware Energy Office and their Designees to share my records with any affiliated contractors or entities that plan to evaluate my energy usage. Additionally, I allow reasonable access to my property to inspect the installation and performance of the technologies and installations that are eligible for incentives under the rules of the Delaware Home Performance Program. Contractor has advised me of warranty for work performed.

Customer Signature:	Date:
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Delaware Home Performance Rebate Application Form

C. Contractor/Installer: All fields must be completed by the installing contractor.

Contractor/Installer Name:		
Company Name:		
Street Address:		
City:	State:	Zip Code:
Phone Number:		Email:

I have read, understood and am in compliance with all the rules concerning the Home Performance Rebate Program. I certify that all information provided is correct to the best of my knowledge.

Contractor/Installer Signature:	Date:
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Contractors please attach the following documents to this application and initial for each item.

Audit Report	
Recommendation Report	
Test Out Form	

I have reviewed the above documents provided by the Contractor for Quality Assurance.

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Printed Name of SENTECH Contractor

Signature of SENTECH:	Date:
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<u>For Internal Use Only</u>
Claim Approved for payment in the amount of \$
Charlie T. Smisson, Jr. (signature required)
Date:
Approved for payment _____ Yes _____ No

Rebate Application Updated June 19, 2009

Appendix F



Delaware Home Performance Contractor Training Registration



Training Details

Dates: To Be Determined

Time:

Location:

Costs:

Training: \$1,000

Testing: \$700 for taking the BPI Building Analyst Professional Field and Written Examinations
(100% reimbursement for exam only (\$700.00) with passing score, rebated upon acceptance in DE HP Program and reporting of 5 audit jobs)

Trainer: Hap Haven, US Green Home or Glenn Dickey, Sentech

Registration Details

Name: _____

Company: _____

Position: _____

Phone: _____

Address: _____

City: _____ State: _____ Zip: _____

E-mail*: _____

*Required for training confirmation email.

Using the space provided, please answer the following questions:

1.) What is your professional background? What interests you about the BPI training and the DE Home Performance program?

2.) What is your current business model?

3.) How do you plan to use the BPI Analyst training & certification in your professional life?

Space is extremely limited. Registration is on a first come, first serve basis. To hold your space in the class, please submit course payment of \$1,000 for the BPI class and \$700 for the Field training and exam for each class participant (payable to “Delaware Energy Office”) with a completed registration form to:

Charley Roberson
1203 College Park Dr. Suite 101
Dover, DE 19904
302-735-3480
302-739-1840 fax

Registration priority goes to contractors who live and/or have an office in Delaware, and have submitted this registration form and payment promptly. Due to limited space if you are not accepted into this class, your registration form and check will be returned.